



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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Memorandum

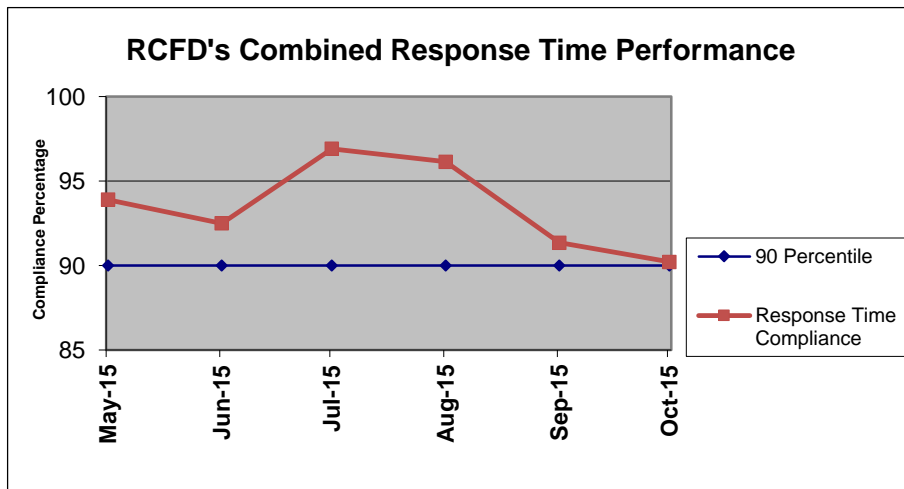
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: March 30, 2016

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Ripon Consolidated Fire District (RCFD) for the months of September and October, 2015, provides an in-depth review of RCFD's performance. The County's contract with RCFD establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on RCFD's operational, clinical, and administrative performance.



RCFD's September and October 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 91.36 % for September and 90.22 for October.

The complete compliance report for September and October 2015 may be viewed or downloaded from the EMS Agency's website:

www.sjgov.org/ems.

Note: Data is not shown for previous months because exact percentages were unavailable due to technical challenges stemming from Computer Aided Dispatch mapping issues.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Ripon Ambulance**

Response Time Compliance Report by 30 Day Rolling Period

September 1, 2015 through September 30, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	73	7	90.41%	X	
SJ ZONE E SUBRUBAN	20:00	6	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
All Zones Combined		81	7	91.36%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2015 through October 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	76	9	88.16%		X
SJ ZONE E SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE E RURAL	20:00	5	0	100.00%	X	
All Zones Combined		92	9	90.22%	2	1

Fines and Penalties Report

Type of Penalty	September 2015	October 2015
Late response minutes - Not Applied	\$270	\$270
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
(Not Applied) Totals	\$270	\$270

Weekly Unit Hour Staffing Report

	September 2015	October 2015
SJ ZONE E	168	168
Total	168	168

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

**Response Time Analysis By Population Density
All Responses**

Population Density & Response Time Standard	September 2015			October 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	73	7	90.41%	76	9	88.16%
Suburban 20:00	6	0	100.00%	11	0	100.00%
Rural 20:00	2	0	100.00%	5	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	81	7	91.36%	92	9	90.22%

Mutual Aid Incidents

September 2015			October 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE E URBAN	9	AMR Stanislaus	SJ ZONE E URBAN	8
Escalon	SJ ZONE E URBAN	2	Escalon	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E RURAL	1	MDAS	SJ ZONE E RURAL	1
MDAS	SJ ZONE E SUBURBAN	1	MDAS	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E URBAN	2	MDAS	SJ ZONE E URBAN	4
			Reach	SJ ZONE E URBAN	1
Total		15			16

Detailed Response Time Analysis September 2015

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE E URBAN	73	0:03	22:40	5:52	3:52	11:12
SJ ZONE E SUBURBAN	6	6:48	10:21	8:11	1:14	10:21
SJ ZONE E RURAL	2	9:40	10:21	10:00	0:21	10:21
All Urban Compliance Areas	73	0:03	22:40	5:52	3:52	11:12
All Suburban Compliance Areas	6	6:48	10:21	8:11	1:14	10:21
All Rural Compliance Areas	2	9:40	10:21	10:00	0:21	10:21
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 2015

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE E URBAN	75	0:03	15:40	5:22	2:53	9:27
SJ ZONE E SUBURBAN	11	0:06	10:51	6:42	3:51	10:29
SJ ZONE E RURAL	5	7:02	12:23	10:00	1:45	12:23
All Urban Compliance Areas	75	0:03	15:40	5:22	2:53	9:27
All Suburban Compliance Areas	11	0:06	10:51	6:42	3:51	10:29
All Rural Compliance Areas	5	7:02	12:23	10:00	1:45	12:23
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/03/2015	15127565	E URBAN	Freeway Access		Exempt
09/10/2015	15131712	E URBAN	Delayed Reporting on Scene		Exempt
09/12/2015	15132705	E URBAN	Delayed Reporting on Scene		Exempt
09/14/2015	15133483	E URBAN	Delayed Reporting on Scene		Exempt
09/15/2015	15134527	E URBAN	Freeway Access		Exempt
09/18/2015	15135595	E URBAN	False Report of Emergency		Exempt
09/18/2015	15135988	E URBAN	Adjusted time based on call audit		Exempt
09/18/2015	15135996	E URBAN	Unit Dispatched and Responded Code 2	Reduced from Code 3 after late	Not Exempt
09/18/2015	15136005	E URBAN	Adjusted time based on call audit		Exempt
09/26/2015	15140109	E URBAN	Unit Dispatched and Responded Code 2	Reduced from Code 3 after late	Not Exempt
09/29/2015	15141487	E URBAN	Delayed Reporting on Scene		Exempt

**Exemption Request Report
October 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/09/2015	15146948	E URBAN	Freeway Access		Exempt
10/29/2015	15156822	E URBAN	Delayed Reporting on Scene		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Monthly Average
E URBAN	100%	100%	90%	90%	89%	89%	94%	91%	96%	95%	90%	88%	91.2%
E SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	100%	100%	92%	91%	90%	90%	95%	93%	97%	96%	91%	90%	93.7%

Failure to Provide Data

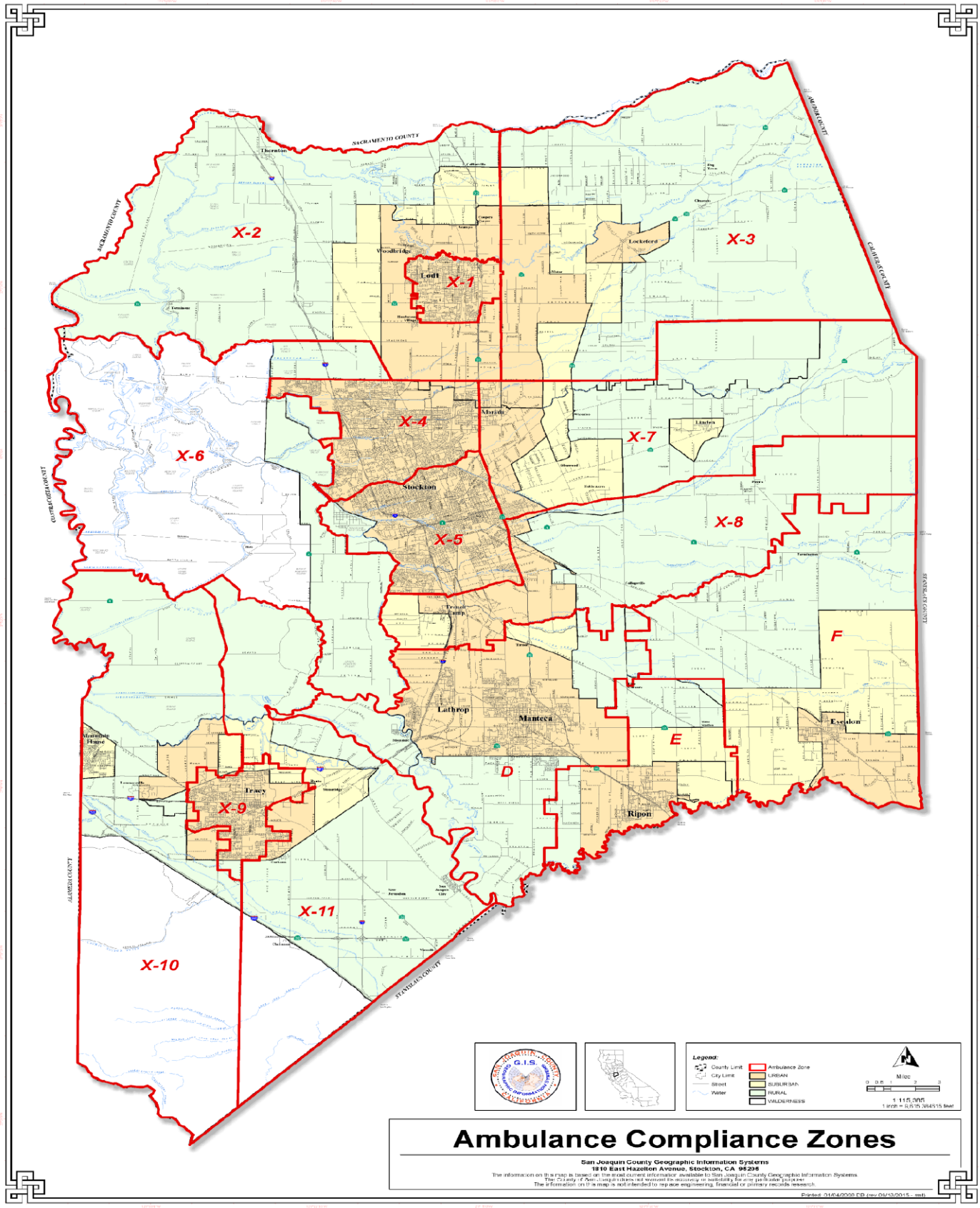
Event Type	September 2015	October 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



Ambulance Compliance Zones

San Joaquin County Geographic Information Systems

1810 East Hazelton Avenue, Stockton, CA 95210

The information on this map is based on the most recent information available to San Joaquin County Geographic Information Systems. The County of San Joaquin makes no warranty as to the accuracy or reliability of the information on this map. The information on this map is not intended to replace engineering, financial or primary records research.

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